



City of Fredericksburg
715 Princess Anne Street
P. O. Box 7447
Fredericksburg, VA 22404-7447
Telephone: 540 372-1028

VACANCY ANNOUNCEMENT

Part Time Travel Counselor in Visitor Center **Starting Rate: \$10.54 per hour**

Under general supervision, the purpose of the position is to provide information, assistance and customer service to visitors and tourists entering and/or calling the Fredericksburg Visitor Center. Representative duties would include: greeting and welcoming visitors; researching and providing information to customers on local attractions, events, places of interest, historical sites, transportation, shopping, lodging, etc.; promoting local attractions and special events, selling tickets, re-stocking brochure racks and souvenir displays, providing discount tickets, giving directions, selling souvenirs, publications and other merchandise; promoting extended stays in the City by selling ticket packages; answering telephone lines, and providing same services to callers as those provided to walk-in traffic; assembling informational packets for travel agencies, clubs and tourist groups. Additionally, maintaining records of visits and call volumes daily, along with the nature of inquiries and services provided. Opening and closing the visitor center. Successful applicant will have the equivalent to graduation from high school, supplemented by some experience in providing customer service, preferably with hospitality and tourism industries, or knowledge of local and national history. Must have the ability to compile, assemble, copy, record and/or transcribe data and/or information according to a prescribed instructions. Experience with point of sale systems is desirable.

While the position is open until filled, completed City Applications and resumes should be submitted before the close of business on Friday, March 16, 2012:

City of Fredericksburg
Human Resources Department
715 Princess Anne Street, Room 217
P. O. Box 7447
Fredericksburg, VA 22404-7447
jobs@fredericksburgva.gov